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Via Electronic Filing (ECFS)

June 23, 2009

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2008, and ending on May 31, 2009.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2008, through May 31, 2009, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2008 through May 31, 2009 was as follows:

- Traditional TRS Total Calls – 404,525
- Speech-to-Speech Total Calls – 10,642
- Captioned Telephone Total Calls – 336,421
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 45 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
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St. Paul, MN 55101-3165  
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E-mail: rochelle.garrow@state.mn.us

cc: Dr. Burl Haar, MPUC Executive Secretary  
Lillian Brion, MPUC  
Arlene Alexander, FCC



## Minnesota Relay Complaints By Category

June 1, 2008 - May 31, 2009

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00 Answer Wait Time													0	0%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Instructions													0	0%
#03 Didn't Follow Customer Instructions									1				1	7%
#04 Didn't Keep Customer Informed								1					1	7%
#05 Agent Disconnected Caller										1			1	7%
#06 Poor Spelling											1		1	7%
#07 Typing Speed/Accuracy		1		1		2		1			1		6	43%
#08 Poor Voice Tone													0	0%
#09 Everything Relayed													0	0%
#10 HCO Procedures Not Followed													0	0%
#11 VCO Procedures Not Followed													0	0%
#12 Two-Line VCO Procedure Not Followed													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described			1										1	7%
#15 Recording Feature Not Used													0	0%
#16 Noise in Center													0	0%
#17 Agent Was Rude			1							1			2	14%
#18 Problems With Answering Machine Retrieval												1	1	7%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint													0	0%
<b>Sub-Total</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>14</b>	
	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>TOTAL</b>	<b>Percent</b>
#22 Lost Branding	1			2									3	10%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up				1	2	4	3	3	1				14	45%
#25 Line Disconnected					1								1	3%
#26 Garbled Message		1	1										2	6%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint	1		1		2	1	2		1		1		9	29%
#57 Caller ID													0	0%
#58 Regional 800 Calls						2							2	6%
#59 Transmission (Can't hear or be heard)													0	0%
<b>Sub-Total</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>31</b>	
	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>TOTAL</b>	<b>Percent</b>
#30 Rates													0	0%
#31 On Screen Display													0	0%
#32 No 900 Number													0	0%
#33 Carrier of Choice													0	0%
#34 Network Recording													0	0%
#35 Other													0	0%
<b>Sub-Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Report Year Total</b>	
<b>TOTAL COMPLAINTS</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>45</b>	

# Minnesota Relay Customer Complaints for June 1, 2008 through May 31, 2009

## Total Complaints: 45

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/20/2008	K6429076698	Voice	NA	22	Voice user is unable to contact her sister via Minnesota Relay.	6/20/2008	Appears that voice user's branding information was lost. Provided instructions on how to have her number re-branded as voice.
6/24/2008	K6429599162	CapTel	NA	29	CapTel users experiencing problems with long distance calls.	6/24/2008	Long distance network problems identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Tech support resolved the problem by routing calls through an alternate network. Confirmed with customer that this remedied the issue.
7/1/2008	K6429095849	TTY	NA	26	Relay user reported receiving garbled messages from CA.	7/7/2008	Apologized and went through troubleshooting steps with relay user. No further follow-up requested.
7/15/2008	K6430167768	CapTel	NA	7	CapTel user shared general feedback regarding inaccurate captions on calls.	7/15/2008	Apologized and thanked customer for feedback. Explained that if she is able to provide call detail information we can determine the cause of the issues and follow up with CA if need be.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8/14/2008	K6430213738	TTY	6207F	29	Relay user reported that hearing callers are unable to reach her via Minnesota Relay. When hearing person calls into relay they hear TTY tones and CA does not answer in voice.	8/14/2008	Test calls placed: The first call was done using 7-1-1 and technician heard TTY tones but was unable to reach CA in voice mode. The second test call was made using 800 number and technician was able to reach CA in voice mode. The third test call connected fine, but after technician typed one word the line was disconnected. Contacted customer directly (TTY to TTY) and call went through. Apologized for problem and opened trouble ticket 6865973. Customer provided outreach staff with names and phone numbers of friends, and staff contacted each person to explain branding.
8/18/2008	K6430215712	TTY	NA	14	Relay user stated that the CA did not describe feelings on relay call.	8/18/2008	Apologized to customer. There is no CA with the number given, and customer did not provide contact information for follow-up.
8/18/2008	K6430215821	TTY	NA	26	Customer complained that relay call was garbled.	9/8/2008	Apologized to customer and tried to troubleshoot problem. No follow up was requested.
8/22/2008	K6430220822	NA	1789	17	Relay user stated that the CA was rude.	9/15/2008	Apologized to customer. No follow up was requested.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/10/2008	K6431240546	CapTel	NA	7	Consumer stated that captions lag too far behind voice. Customer feels that captioning is better during the week compared to the weekend.	9/10/2008	Consumer was advised that if she experience captioning issues to document the date/time of the call and the CA number so that specific follow up with captionist and supervisor is possible.
9/20/2008	K6430767140	TTY	NA	22	Customer experiencing ongoing problems when trying to place a relay call. Customer would like follow-up.	10/14/2008	Apologized to customer and opened trouble ticket 7035790. Customer was branded TTY.
9/21/2008	K6430767375	TTY	NA	22	Customer experiencing ongoing problems when trying to place a relay call.	10/14/2008	See also tracking number K6430767375. Customer reported that branding only worked for one day. Trouble ticket 7052151 was opened. Sprint discovered a "branding bug" in their system and repaired it. Customer was contacted and she stated that she is no longer having any issues with relay calls.
9/23/2008	K6430769479	STS	NA	24	Customer hears TTY tones when dialing the Speech-to-Speech toll free number. Customer requests follow-up ASAP.	10/14/2008	Apologized and opened trouble ticket 7058875. Contacted customer and he is no longer experiencing problems.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/8/2008	K6431211537	Voice	NA	29	Voice consumer unable to place a Minnesota Relay call due to an error message that the CA receives saying that the number the voice consumer is calling from is invalid.	10/14/2008	Contacted the consumer who stated that she was no longer having issues and that she would contact us if she experienced any problems.
10/20/2008	K6431299066	Voice	NA	24	Customer is unable to reach a CA when calling Minnesota Relay.	10/20/2008	Apologized, and explained that customer should wait for answer sequence to scroll to voice. Instructed customer to have CA brand her number as voice.
10/27/2008	K6431304426	Voice	NA	24	Customer is unable to reach a CA when calling Minnesota Relay.	10/27/2008	Apologized, and explained that customer should wait for answer sequence to scroll to voice. Instructed customer to have CA brand his number as voice.
10/28/2008	K6431813664	CapTel	NA	25	Line disconnected during call.	10/28/2008	Sent consumer information explaining the difference between CapTel and a traditional phone. Explained to consumer why disconnection and reconnection might occurring and sent a letter with tips on how to reduce it.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/30/2008	K6431820934	CapTel	NA	29	Captions stopped mid-call.	10/30/2008	Consumer shared feedback regarding captions that stopped mid-call and provide specific call data. Apologized, thanked consumer for feedback that was shared with Call Center management for follow up with the CA by the CA's supervisor.
11/4/2008	K6431741318	Voice	NA	29	Customer has been unable to place relay calls to TTY user via 7-1-1 and the 800 number for a few months. When CA places the outbound call, TTY tones are heard but call is not answered, nor does answering machine pick up. Customer would like follow-up.	12/15/2008	Apologized for the inconvenience. Conducted a test call and experienced the same issue. Opened trouble ticket 7245939. Contacted customer on December 15th; customer stated that issue has been resolved and she can now place outbound calls to TTY user.
11/12/2008	K6432219073	CapTel	NA	58	Unable to dial regional 800 number.	11/21/2008	Initially provided an alternate number for customer to use if the regional number did not go through, as the experience was intermittent. Finally technical support made an adjustment so that the CapTel user was able to make a captioned call to the number consistently.



Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/13/2008	K6431828368	Voice	NA	24	Hears tones when calls into relay via 7-1-1 or 800 number	11/13/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
11/14/2008	K6432238225	CapTel	NA	7	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer service apologized for incidence and thanked customer for feedback.	11/13/2008	Call detail was shared with call center management for follow-up with CA and CA's supervisor.
11/14/2008	K6431829768	Voice	NA	24	Consumer stated that when he calls the Direct VCO relay number he gets a technical busy signal and the call will not go through. Customer would like a follow-up call.	12/15/2008	Apologized and opened trouble ticket 7291914. Contacted customer and explained that the Direct VCO number is for a VCO user to call to place a relay call, and explained how he can place a cal to a VCO user. He is no longer experiencing problems.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/14/2008	K6432228031	CapTel	NA	7	Customer had a very general complaint about quality of captions on her calls. Cited one call where she had trouble, but was not able to provide specifics of problem or date of call.	11/4/2008	Customer Service apologized for incidence and thanked customer fro bringing her experience to our attention. Suggested customer document the date/time of the call and the CA number of any future calls that are unsatisfactory so that specific follow up with captionist and supervisor is possible.
11/24/2008	K6431836620	Voice	NA	24	Calls into relay and hears tones.	11/24/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
11/25/2008	K6432261597	CapTel	NA	58	Relay user is unable to dial regional 800 number.	12/2/2008	Tech support made an adjustment so consumer can successfully make captioned calls to 800 number.
11/26/2008	K6431837720	Voice	NA	24	Calls into relay and hears tones.	11/26/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/1/2008	K6432173460	VCO	3014F	29	Relay user stated that he is unable to complete a long distance relay call; he receives an error message and is not able to proceed with outbound call.	1/13/2009	Apologized and opened a trouble ticket 7348707. Customer was contacted and he stated that he is no longer experiencing this issue.
12/5/2008	K6432177686	VCO	NA	24	Customer stated that for two weeks the Minnesota VCO relay was not working right; he was not being heard.	1/14/2009	Apologized and opened a trouble ticket 7365975. Performed a successful test call, but branding was not showing. Contacted customer and he is no longer experiencing problems.
12/5/2008	K6432177897	VCO	NA	29	VCO user has not been able to get through to relay CA for three weeks, using 711 or 800 TTY number. When she calls relay, it either rings and then disconnects or she gets a busy signal. After five or more rings she can get through. When she calls non-relay numbers she does not have problems. Customer requested follow-up.	1/14/2009	Apologized and opened trouble ticket 7367809. Tried to contact customer on numerous occasions but there is no answer and no answering machine to leave a message.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/6/2008	K6432178357	TTY	1379F	24	TTY user stated that she is unable to reach relay via 711. She has been dialing 711 several times for the past few days and every time the number rings and then she receives "HOLD". She has waited over 10 minutes and no one comes on the line. Customer does not want follow-up.	1/13/2009	Testing revealed that the consumer's LEC is not translating 711 correctly; customer needs to contact LEC for resolution. Attempted to contact customer to inform her of LEC issue but calls were not answered and customer does not have an answering machine.
12/11/2008	K6432187255	TTY	3225	24	TTY user is unable to place a relay call to her sister's cell phone. CA receives an error message on computer and system will not let the call go through. Customer would like follow-up from program manager.	1/13/2009	Apologized and opened trouble ticket 7387218. Contacted customer and she is she is no longer experiencing problem.
1/5/2009	K6432344523	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/5/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/10/2009	K6432620550	NA	1411F	4	Consumer provided the outbound number to the CA and the CA informed the customer that the outbound line was busy. Customer did not believe that outgoing call was placed and asked to speak to a supervisor.	1/10/2009	Supervisor assured the relay user that the call was placed and did, in fact, reach a busy signal.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/13/2009	K6432703121	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/13/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/21/2009	K6432711985	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/21/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/31/2009	K6432724137	TTY	NA	7	Consumer was very upset because there was a space between G and A during call. Consumer swore for several minutes and wanted the CA fired.	1/31/2009	Thanked the consumer for feedback and forwarded the complaint to the CA's supervisor.
2/9/2009	K6433649873	CapTel	NA	29	Captions were not displayed.	1/9/2009	Investigated and identified trouble ticket indicating the CA had no audio of the other party. Apologized and informed consumer that they should have gotten a prompt noting that there were technical issues and to hang up and try the call again. Reported the incident to call center management for further training.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/10/2009	K6433115812	VCO	NA	24	Customer could not connect to Minnesota relay via 7-1-1. Customer filed complaint with the FCC.	2/13/2009	FCC contacted the CRO to report a notice of informal complaint (09-C00083971-FC). The CRO contacted Sprint Customer Service to ensure that the customer's telephone number line was branded as VCO. Sprint confirmed that the line was branded, and performed successful test calls. Contacted consumer, who stated she has not experienced problems for the past two weeks, and stated that the issue resolved when construction near her home was complete. Customer was provided the direct VCO number and 800 number for the relay, as well as contact information for the CRO. The FCC were updated on the status, and has closed the complaint.
2/19/2009	K6433228429	VCO	NA	3	Consumer stated she had instructed the CA to have the recording typed. CA reached answering machine and relayed the message. The consumer got upset and said that she wanted to leave a message.	2/19/2009	Apologized for the inconvenience. Not enough information was provided to follow-up with CA.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/3/2009	K6433615376	NA	NA	5	When the customer's relay call concluded, she wished to place another call but the CA disconnected before the customer could provide the phone number.	3/3/2009	Apologized to relay user. The relay supervisor was notified and coached the CA on proper call procedure.
3/3/2009	K6433615276	TTY	NA	17	Consumer reported that the CA was impatient during her relay call. The TTY relay user explained that she was slow to provide the out dial phone number because she was getting it from a voice person who did not sign. The relay user typed a few digits and then paused. The CA interrupted her by asking for the number she wanted to call and "ga to sk" The process started again and the CA typed "ga to sk". The customer provided the phone number and then another CA took over the call.	3/5/2009	Apologized to relay user. The relay supervisor was notified and coached the CA on proper call procedure.
4/10/2009	K6434770765	CapTel	NA	7	Customer shared feedback regarding inaccuracy of captions and provide specific call data.	4/10/2009	Thanked consumer for feedback and forwarded complaint information to CA's supervisor for follow-up with the CA.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/25/2009	K6434303814	TTY	1240M	6	Customer stated that there were long pauses between typing. CA would not answer questions and stopped typing between words. Customer stated that the CA was giving consumer a "hard time." Complaint forwarded to Moorhead center for follow up with the CA.	5/12/2009	Met with the CA and reiterated the necessity of keeping customer informed by stating "one moment please." Discussed the CA's obligation to repeat the last line or two of text when the voice person did not hear or was not able to understand the first time.
4/27/2009	K6434837381	CapTel	NA	29	Consumer experienced an error code message: Your long distance call has been temporarily discontinued - please call customer service for assistance when trying to dial a local or long distance call through the captioning service.	4/27/2009	An interim adjustment was made by technical support to change the routing of calls. A code correction was completed by the network vendor permanently resolving the matter. Consumer confirmed all is well now.



Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/8/2009	K6435329233	CapTel	NA	18	Customer received the captions "Speaker Unclear" while retrieving answering machine messages.	5/8/2009	Explained to CapTel user that when a person leaves a message and they speak too quickly, or they have a heavy accent, or the background is noisy, they may see "Speaker Unclear" on their CapTel Display. This means that the CA could not hear a particular words or words clearly enough to determine what was said. Suggested that the CapTel user re-play the message and move the position of the handset on the speaker or modify the outgoing message if desired.